

Chapter 10-Quality

Quality—

Different views:

Key dimensions:

Costs of quality:

International Quality Standards

ISO 9000-

ISO 14000-

TQM-total quality management—

Deming's 14 points:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.

Seven Concepts of TQM:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

7.

Continuous Improvement:

Six Sigma:

Employee Empowerment:

Quality Circles:

Tools of TQM: 3 categories

-tools for generating ideas:

-tools for organizing data:

-tools for identifying problems:

Inspection:

When and Where to inspect:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

-problems:

-solutions:

-point Ball doesn't agree with:

Chapter Supplement 10-Statistical Process Control (SPC)

Variability-inherent in every process

-natural or assignable

-provides statistical signal when assignable causes are present

-detect and eliminate assignable causes of variation

Natural Variation-aka common causes

Assignable Variations-aka special causes of variation

Types of Data-Variables vs. Attributes (NEED TO KNOW WHICH ONE TO USE)
Variables—

Attributes—

Process Control-know how to process conclusions
3 conclusions

- 1.
- 2.
- 3.

Control Charts for Variables—know how to use and why they are use, what they are used for
X-charts—

R-charts—

Control Charts for Attributes-know the 2 types and the data each is calculated with
-Percent defective (p-chart)—

-Number of defects (c-chart)—

Process Capability—

-factors:

-why do we calculate:

-how do you apply it:

-know both types (ratio and index)

Process Capacity Ratio:

Process Capability Index:

Operating Characteristic Curve

-the “perfect” OC curve

-producer’s risk:

Consumer’s risk:

-An OC curve: -know what goes behind it-producers and consumers risk

Chapter 11-Human Resource Management

Southwest Airline example: **the mission and vision and how it affected the business behavior

Human Resource Strategy:

-its constraints:

Labor planning: employment stability policies

1.

2.

Job Design:

Tasks-

1.

2.

3.

4.

5.

6.

7.

Job Expansion-

Job Enlargement-

Job enrichment-

Psychological components of job design:

Job Design Continuum:

Motivation and Incentive Systems: identify the different aspects

Ergonomics:

The Visual Workplace: (know it and how do we view principles, the effective management techniques in using principles)

Labor Standards: (comments on OT)

Chapter 12: Supply Chain Management

The Strategic Importance of the Supply Chain Management:
-supply chain management:

Supply Chain Management (old model v. new model)

Supply Chain Economics:
Effect:

How does it affect cost:

How strongly costs are leveraged

Why:

Practicality:

Supply Chain Strategies—

-know the different strategies between many suppliers and few suppliers
Many suppliers:

Few Suppliers:

Vertical Integration-types:

Backward integration:

Forward integration:

Vertical integration:

Issues in an Integrated Supply Chain:

Opportunities in an Integrated Supply Chain:

Logistics Management:

Distribution Systems:

Cost of shipping alternatives:

Logistics, Security, and JIT:

